

# WEEK IN REVIEW

A publication of the City Manager's Office

## Council Meeting

May 26 - [City Council Meeting Agendas](#) (Submit public comments using the online form)

## Looking Ahead

*Most regulatory boards will be meeting virtually including City Council.*

Monday, May 25: Memorial Day; Transit cancelled and Courts closed, recycling moved to 5/27

Thursday, May 28: Parking Authority-canceled, Social Services Board-canceled

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The Winchester Police Department's Birthday Wishes program has ended. Approximately 70 children (and one retired WPD Investigator) received a surprised visit and a birthday gift by WPD officers on their special day.

## City Manager's Highlights

S. Pleasant Valley Road Virtual Town Hall will be held on Wednesday, May 27 at 6 pm. [Details](#)

The City will observe Memorial Day and offices will close. Recycling collection on Monday, May 25 is moved to Wednesday, May 27.

Winchester Parking Authority to resume enforcement of parking meters on June 1.

City staff are working on a reopening plan.



# Public Safety

## Winchester Police

- Conducted investigative research on suspects in Robinson homicide case ([DEFROST podcast](#) featured cold case).
- Announced the end of the Birthday Wishes program with a video. Fulfilled 8 wishes this week and will fulfill previously scheduled wishes through May 31 (no longer accepting requests).
- Participated in Zoom interview with WDVM regarding DEFROST.
- Completed applicant background checks and polygraphs.
- Worked on career development memorandums.
- Crime stats:
  - Crimes against persons (felony) - 0
  - Crimes against persons (misdemeanor) - 10
  - Burglaries (residential) - 0
  - Burglaries (commercial) - 0
  - Property crimes - 25

Police Activity	#
Calls for Service	581
Directed Patrols	27
Directed Patrols (OTW)	7
Extra Patrols	109
Extra Patrols (OTW)	6
Alarms/False Alarms	20/20
Crash Reports	6
Traffic Citations	4
Traffic Warnings	5
DUI/DWI	2
FOIAs Answered	3
Special Events Permits Received/Approved	0/0 44 YTD

## Winchester Fire and Rescue

- Administered advancement test for one employee.
- Continued monitoring burn rates and needs for PPE with our logistics specialist.
- Conducted an infection control meeting to brain storm upcoming needs in the battle against COVID-19 and protecting personnel.
- Completed annual maintenance on LP15 and LUCAS devices for all transport units.
- Continued background investigations for new hires.
- Started annual inspections at Shenandoah University.
- Followed up on residential property maintenance complaint with Code Enforcement.
- Completed two child safety seat inspections.

Fire Activity	#
Fire	2
Overpressure	1
EMS/Rescue	80
Hazardous Cond.	0
Service Call	7
Mutual Aid Given	4
Good Intent	2
False Alarms	3
Special Incident	0
Plan Review	4
Reinspections	1
Inspections	13

## Emergency Management

- Attended various Virginia Department of Emergency Management/Virginia Department of Health conference calls regarding COVID-19.
- Held Motorola virtual Customer Programming Software (CPS) training for new Radio Manager.
- Distributed personal protective equipment to various departments.

## Development Services

### Zoning and Inspections

- Completed:
  - 33 building permit inspections and issued 20 building permits (\$3,914,377 valuation)
  - 80 code enforcement inspections and initiated 19 new cases
  - 5 new business reviews (3 Zoning User Permits general business, 2 Zoning User Permits home business)
  - 0 PDSP permits
- Removed 0 signs from the public right-of-way (YTD=89)
- Significant projects:
  - 1840 Amherst St. – install door system (\$500,000.00)
  - 536 Jefferson St. – replace boilers & heat pumps (\$2,506,000.00)
  - 536 Jefferson St. – replace plumbing fixtures (\$810,017.00)

DATE	Address	Description	Value
05/14/2020	1543 NESTER DR	NEW RANGE & FURNACE	\$300
05/14/2020	1012 S CAMERON ST	REPLACE HEAT PUMP	\$5,100
05/14/2020	403 S BRADDOCK ST	FRONT PORCH REPLACEMENT	\$600
05/14/2020	410 CRESCENT DR	REPLACE A/C & FURNACE	\$500
05/15/2020	1840 AMHERST ST	INSTALL DOOR SYSTEM IN VESTIBU	\$500,000
05/15/2020	371 E PICCADILLY ST	NEW GARAGE/SHOP	\$30,000
05/15/2020	410 CRESCENT DR	REPLACE A/C & FURNACE	\$9,400
05/15/2020	614 NATIONAL AVE	REPLACE WASTE LINE	\$2,500
05/15/2020	536 JEFFERSON ST	REPLACE BOILERS & HEAT PUMPS	\$2,506,000
05/15/2020	536 JEFFERSON ST	REPLACE FIXTURES	\$810,017
05/15/2020	601 BERRYVILLE AVE	INSTALL NEW REFRIGERATION SYS	\$15,000
05/18/2020	1016 S CAMERON ST	REMOVE AND REPLACE EXISTING DE	\$3,450

DATE	Address	Description	Value
05/18/2020	19 JACKSON AVE	FIRE DAMAGE 20-1158	\$2,000
05/18/2020	812 WOODLAND AVE	UPGRADE SERVICE & WIRING	\$2,410
05/19/2020	438 W LEICESTER ST	REPLACE A/C & FURNACE	\$5,100
05/19/2020	1717 BRANDON DR	NEW HEAT PUMPS	\$20,000
05/19/2020	533 DUNLAP ST	REPLACE WATER & SEWER SERVICE	\$2,000
<b>Totals</b>			<b>\$3,914,377</b>

## Winchester/Frederick County Tourism

- Expect to receive new Visitor Guides soon and will begin distribution strategy throughout Virginia, Pennsylvania, Maryland and part of New Jersey, as well as, locally.
- Began work on a small poster that will be distributed throughout the local business community welcoming guests but letting them know that while everyone is doing their absolute best, they should expect their experiences to be a little different than they have in the past (like pools closed at hotels, restaurants offering limited seating, etc.) and to please hang in with us as we all adjust.
- Helped volunteer at the pop-up market at Jim Barnett Park.
- Virtually attended a Brand USA Board of Directors meeting to see how they were responding to the pandemic and what their international visitor data shows.
- Attended weekly Northern Shenandoah Valley COVID-19 Economic Response Team meeting.

## Arts and Vitality & Old Town

- Assisted with setup and operation of Winchester Pop-Up Market.
- Followed up via phone for information requests on vehicle access permits, outdoor dining recommendations.
- Reviewed/attended VMS webinars and trainings on COVID-19 survival and reopening/e-commerce best practices.

## Economic and Workforce Development

- Staffed the Winchester Pop-Up Market to assist residents in getting needed household supplies.
- Worked with prospective business interested in Winchester as a location.
- Participated in meeting on re-opening protocols.
- Assisted businesses in navigating details of Phase I reopening.
- Continued working with our development partners for the Towers and Kent/Piccadilly sites.

## Planning

- Staffed the May 19 Planning Commission meeting via WebEx. The Commission recommended approval on each the five public hearing items which were:
  - PUD rezoning for a 2-lot PUD on Breckinridge Lane
  - Short-term rental on N. Washington Street
  - CUP for a ground-floor residential conversion on E. Piccadilly Street
  - CUP for a Hookah Establishment
  - Major Subdivision for conversion of a 16-unit apartment building to townhouses
- Prepared updated reports for the 5 cases coming forward from Planning Commission to the May 26 Council Work Session. Also updated the staff report for the Meadow Branch Ave Apartments, Phase 2 PUD rezoning request which will be up for 2<sup>nd</sup> Reading and public hearing at the May 26 Regular Council meeting.
- Attended the May 20 virtual Metropolitan Planning Organization Policy Board meeting where the Annual Work Program was reviewed along with a number of studies and plans in the City and Frederick County.
- Worked with S. Pleasant Valley Road STARS study consultant and City staff to review and edit proposed City website content and prepare for a May 27 virtual town hall meeting.
- Continued to conduct online plan review and approval.
- Staffed the May 21 Board of Architectural Review meeting where a new home on Morgan Street was on the agenda for approval.

## Public Services

- Received confirmation from the Virginia Department of Historic Resources that there are no significant historical resources present in the area that will be disturbed by the dam sidewall repairs that will be completed at the City's water supply intake and that the project can proceed to construction.
- Coordinated with VDOT and consultant for the virtual town hall and survey that will be held for the S. Pleasant Valley Road traffic study on May 27 at 6:00 p.m.
- Reviewed the regional recycling study that is being coordinated by the Northern Shenandoah Valley Regional Commission.

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	.80	Lane miles
	Potholes repaired	0	52	#
	Mowing	23.71	100.74	Acres
	Miles of streets swept	52.90	1,113.99	Miles
	Tons of leaves hauled	0	58.50	Tons

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Trees	Dead/diseased trees removed	0	108	#
	Trees trimmed	2	527	#
	Stumps removed	1	143	#
Traffic	Street signs Installed/replaced	10	257	#
	Pavement markings repainted (City)	212	553	Linear feet
	Pavement markings repainted (contractor)	0	5,273	Linear feet
Refuse & Recycling	Refuse collected	140.76	2,621.30	Tons
	Recycling collected	47.61	782.786	Tons
	Large item pickups	0	47	#
Transit	Total passengers	1,186	35,753	#
	Revenue miles pick up/drop off	1,900	58,954	Miles
	Revenue hours pick up/drop off	194.72	5,650.71	Hours
Utility billing	Payments processed	964	28,415	#
	New bills mailed out	1,611	28,186	#
	Water services turned off (non-payment)	0	125	#
Water treatment plant	Average daily water demand	4.88	5.54	Million gallons/
	Peak daily water demand	5.25	6.53	day
Wastewater treatment plant	Average daily flow treated	7.11	7.50	Million gallons/
	Peak daily flow treated	8.21	17.21	day
Water distribution and wastewater collection	Water main breaks repaired	0	7	#
	Water meters read	1,054	30,551	#
	Fire hydrants flushed	55	55	#
	Sewer mains cleaned	5,220	46,228	Linear feet
	After-hours call outs	2	61	#
Engineering	Site plans reviewed	0	58	#
	Floodplain permits issued	3	21	#
	Utility as-builts reviewed	0	5	#
	Right-of-way permits issued	22	207	#
	Land disturbance permits issued	0	5	#
	Stormwater facility inspections	0	6	#
	Erosion and sediment control inspections	31	520	#
	Erosion and sediment notices to comply	0	0	#
Facilities Maintenance	Work requests completed	21	384	#
	Special events assistance	0	4	#
	Maintenance of pedestrian mall	32	531	Staff hours
Equipment maintenance	Total repairs completed	55	918	#

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Winchester Parking Authority	Work requests completed	3	108	#
	Special events - assistance provided	0	2	#
	Vandalism or property damage issues	0	7	#
	New monthly rentals	1	63	#
	Monthly rental cancellations	8	105	#
	Total monthly leases in all autoparks	-7	1,100	#
	Available monthly spaces in all autoparks	+7	321	#
	Hourly parkers (all four garages)	566	31,241	#
	Park-Mobile transactions	120	9,840	#
	Meter violations	6	2,332	#

## Support Services

### Innovation & Information Services

- Fixed Council Chambers projector connection issue.
- Fixed remaining outdoor pool connection issues.
- Assisted with Webex meetings (Council, Planning Commission, CPMT, FWSA).
- Met with Commissioner of Revenue and Treasurer to review Business License efficiency and online options.
- Testing setup of Business Licenses in Click2Gov to determine what issues still remain before implementing.
- Added ability for Treasurer to use outsource printer for personal property delinquent notices as more items have moved to semi-annual.
- Started developing EMS, Fire, and Law response areas for NG911.
- Upgraded GIS Web App Builder and migrated all applications.

Help Desk Requests	Count	Closed
Account Management	9	3
Applications	18	28
GIS	2	4
Hardware	10	7
Information Only	2	1
Infrastructure	0	5
No Action Required	11	12
Not Assigned	5	3
Procurement/Disposal	0	0
Reporting	1	0
Research	0	0
Total	58	63

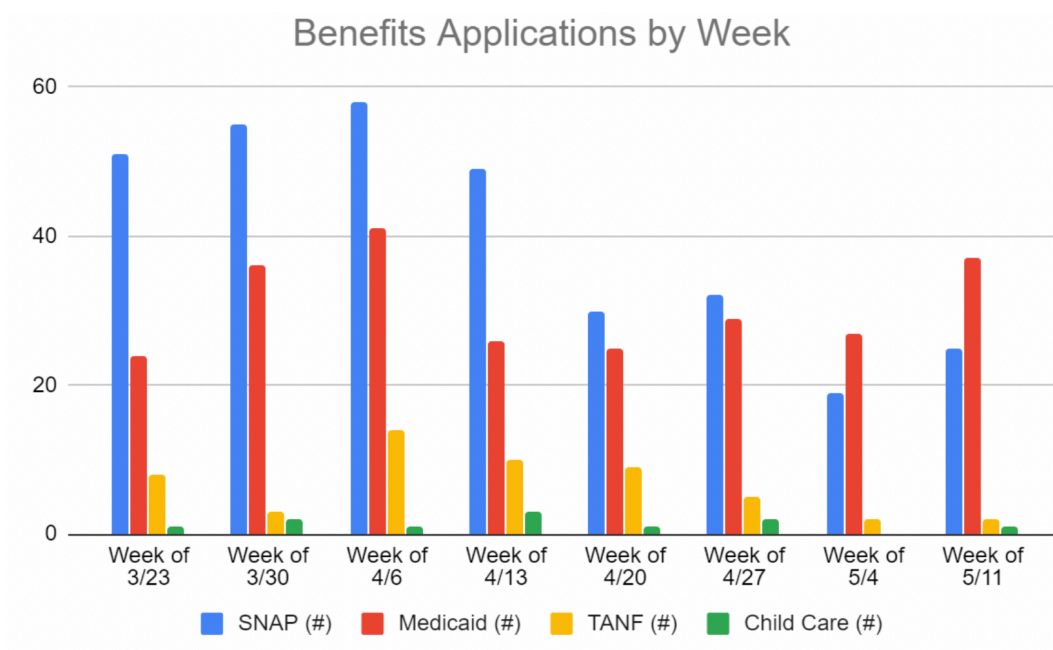
## Parks & Recreation

- Released the latest [Triple Q sports trivia quiz](#) that features kickball.
- Continued mowing of neighborhood parks.
- Preparing to reopen outdoor pool for specified uses (lap swim and swim team practices) beginning June 1. Limited number of people will be allowed in the pool area and social distancing must be practiced at all times. No aquatics classes or general swimming permitted during Phase I.



## Social Services

- Received 71 Benefit Program applications: 29 SNAP, 40 Medicaid, 1 TANF, 5 VIEW, 1 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 0 Home Energy Assistance Program
- Provided case management to: 1,617 Medicaid, 4,089 SNAP, 68 TANF, 16 Auxiliary Grant, 39 individuals receive VIEW services, 55 families/96 children receive Child Care Subsidy Assistance, 322 Home Energy Assistance Program.
- Key resources and updates:
  - Families in the child care program will not have to pay their monthly co-payments from April to June. These co-payment amounts will automatically be included in the provider payments for this period.
  - Back-up emergency child care is available as needed. Funding will supplement costs of emergency child care in public schools as needed.
- Child Welfare staff participated in a:
  - Collaborative meeting with Frederick County Dept. of Social Services, Valley Health, Northwestern Community Services Board, Health Department, Healthy Families -NSV, and Infant Toddler Connection regarding how to best serve children that have been born substance exposed and their families.
  - Multi-disciplinary team meeting with Winchester Police Detectives, Winchester Commonwealth's Attorney's office, Winchester Medical Center's Forensic Nurses, and the ChildSafe Center to discuss current child victim cases to better service victims of child abuse and/or neglect in the city.





Weekly Activity	#
Clients walk-ins/drop-offs	0/19
Child Protective Service (CPS) referrals/case management load	5/46
CPS family assessments & investigations of alleged maltreatment	46
Placed "on notice" for foster care entry by JDRC	6
Children in/entered/exited foster care	49/2/0
Adoption subsidy cases/adoptions finalized	49/0
Benefit program fraud & overpayment referrals/investigations/recoupment claims	3/13/89
Family Service intakes/case management load	5/5
Adult Protective Service referrals/case management load	1/5
Adult guardianships/cases	2/81
Adult Protective Service investigations/intakes	9/2
Uniform Assessment Instrument screenings	1
Interstate Compact on the Placement of Children (ICPC) case management	3

## Communications

- Distributed the May 20 CitE-News issue. [View](#)
- Handled 4 media requests for City information and staff interviews; 5 inquiries for WPD.
- Edited and posted the Park's [Kickball Triple Q](#) video.
- Finalized the [VDOT STARS video](#) with drone footage for the upcoming community input and education campaigns.
- Continued designing new HD TV slides for Channel 6.
- Created a Memorial Day commemoration video.
- Made a WPD Birthday Wishes wrap up video to announce the end of the program.
- Coordinated and reviewed materials for the S. Pleasant Valley Road Virtual Town Hall on May 27 with consultant. [Updated project website](#). Continued promotions.
- Updated [COVID-19 web page](#).
- Met with City Manager and staff to discuss reopening plans for government facilities/offices.
- Met with Vice-Mayor Hill, Councilor Herbstritt and Program Manager about their upcoming [Community Meeting](#) and converting it to a virtual meeting.

<u>311 Requests Received</u>	#
FOIA	3
New Recycling Bin	5
Missed Trash/Recycling Collection	-
Trash on Property	-
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	-
Ask a Question	-
Pothole	-
Street Light Out	-
Tall Grass	-
<a href="#">Citibot</a>	-
Total/YTD	8/211

Date	City Press Releases/Related Press Releases
5/15	Interim Winchester Fire and Rescue Chief appointed - <a href="#">read</a>
5/21	2020 Memorial Day Schedule - <a href="#">read</a>
5/22	South Pleasant Valley Road virtual town hall and public input opportunities - <a href="#">read</a>
5/22	Old Town meter enforcement to begin - <a href="#">read</a>
Date	Articles in <i>The Winchester Star</i>
5/16	Handley teacher running for Winchester mayor
	Interim city manager appoints interim fire chief
5/20	Commission gives thumbs up to Winchester hookah bar
	New charges filed in 2018 murder
5/21	Winchester gets nearly \$2.5 million in COVID-19 relief funds
	Filing deadline to run for Winchester School Board is June 9
	Despite violation, Winchester Planning Commission supports couple's short-term rental

